

UBA Backhaul Performance Report

Consolidated Report

November 2017

Introduction

Unbundled Bitstream Access (UBA) Backhaul Performance Reports are prepared each month to provide a comprehensive view of our performance over the preceding month. These reports measure our performance against service levels defined in the UBA Backhaul Standard Term Determinations.

Executive Summary

There were no Service Level Defaults this Month.

Points to note

No exclusions were made.

Further Information

If you have queries, please email your Chorus Account Manager.

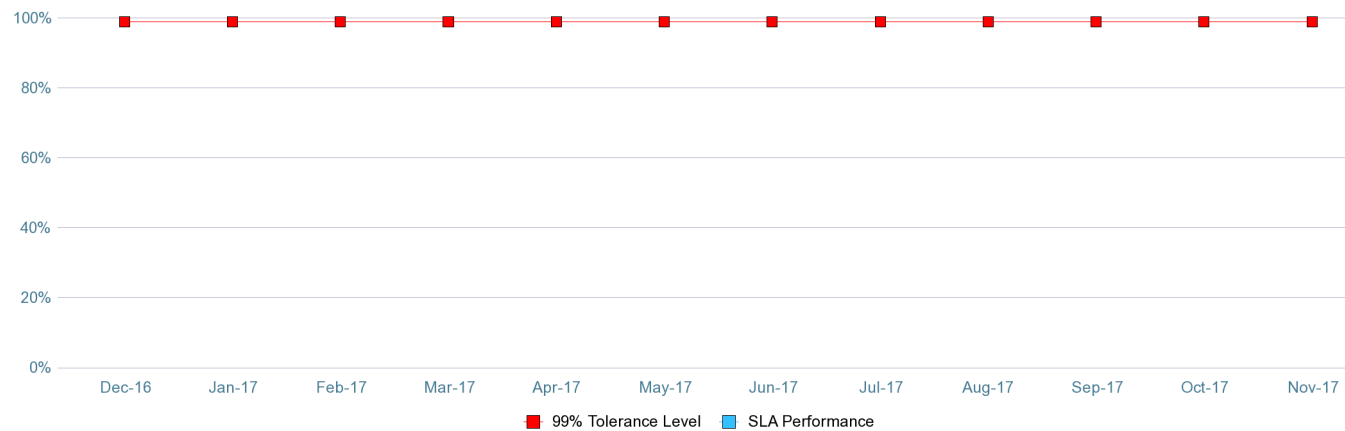


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 1 – Orders acknowledged within 4 Business Hours of order receipt – All Orders



Commentary

No orders were received this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

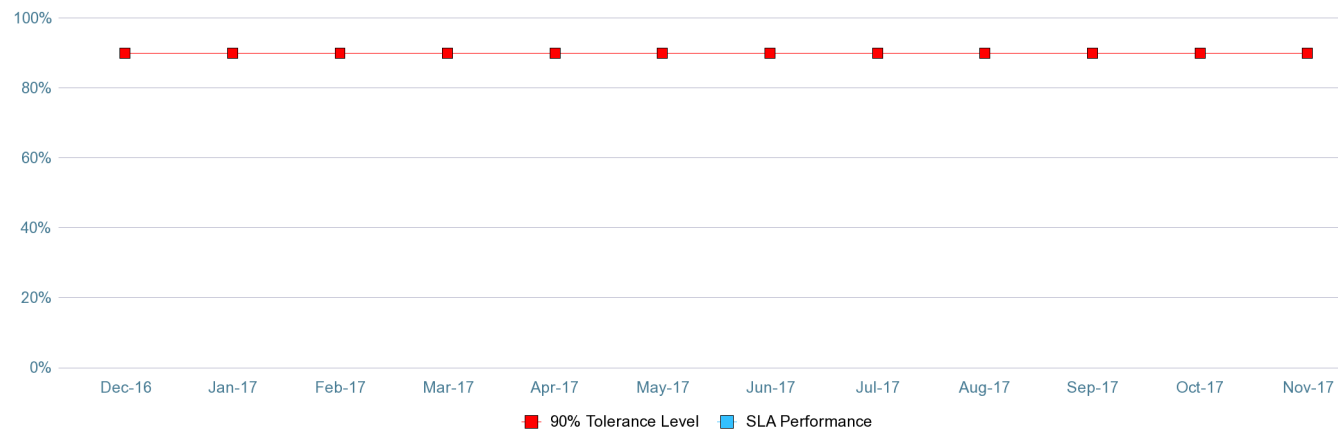


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 2 - Invalid order rejection notifications sent within 8 Business Hours of receipt – All Orders



Commentary

No invalid orders received this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

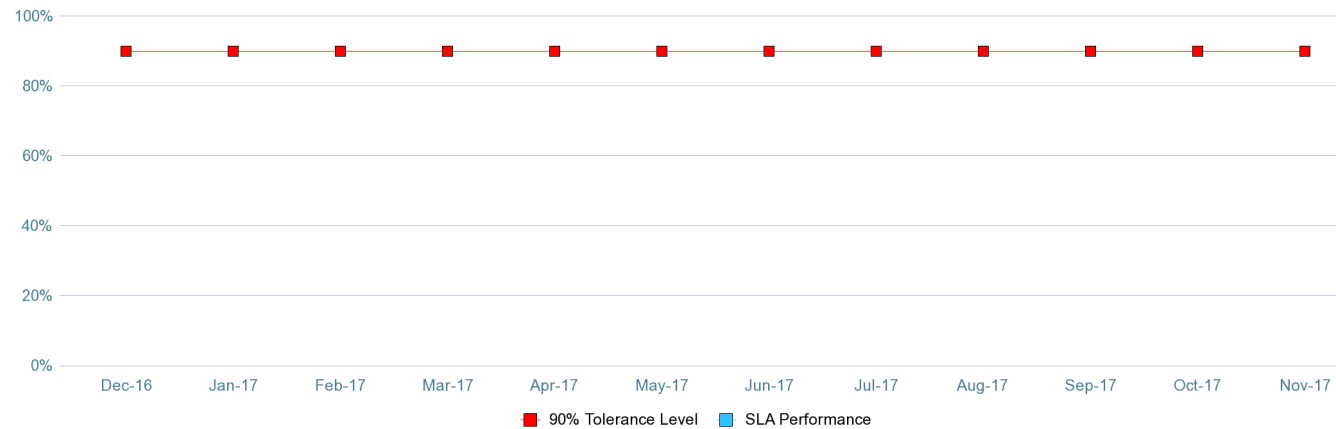


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 3 – Notification of expected RFS dates sent within 7 working days of deemed acceptance time – except Speed Change orders not a requiring Truck Roll



Commentary

No orders were received this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

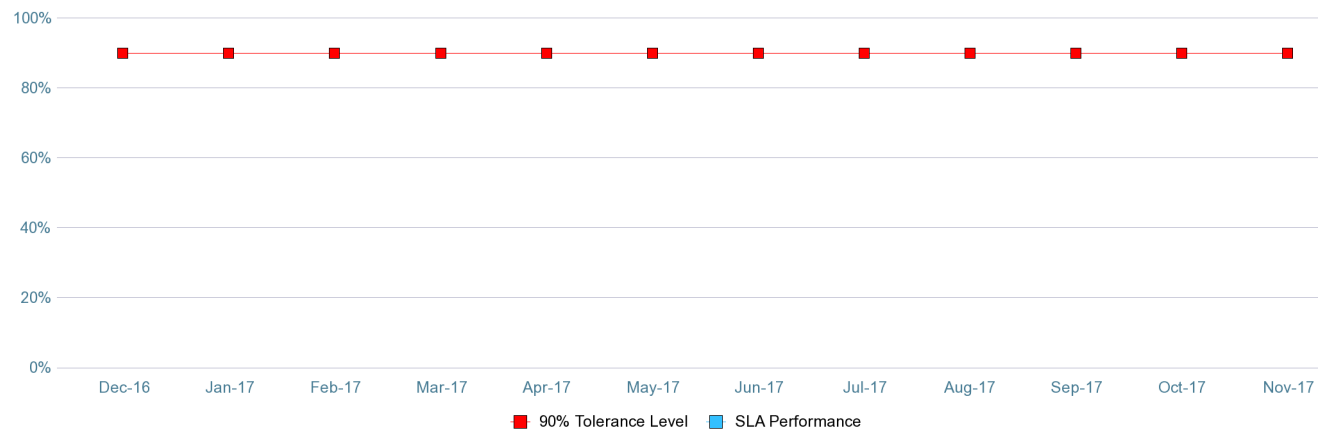


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 4 – Notification Of Expected RFS dates sent Within three working days Of deemed acceptance Time - Speed Change (no Truck Roll) Order



Commentary

No speed change orders were received this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

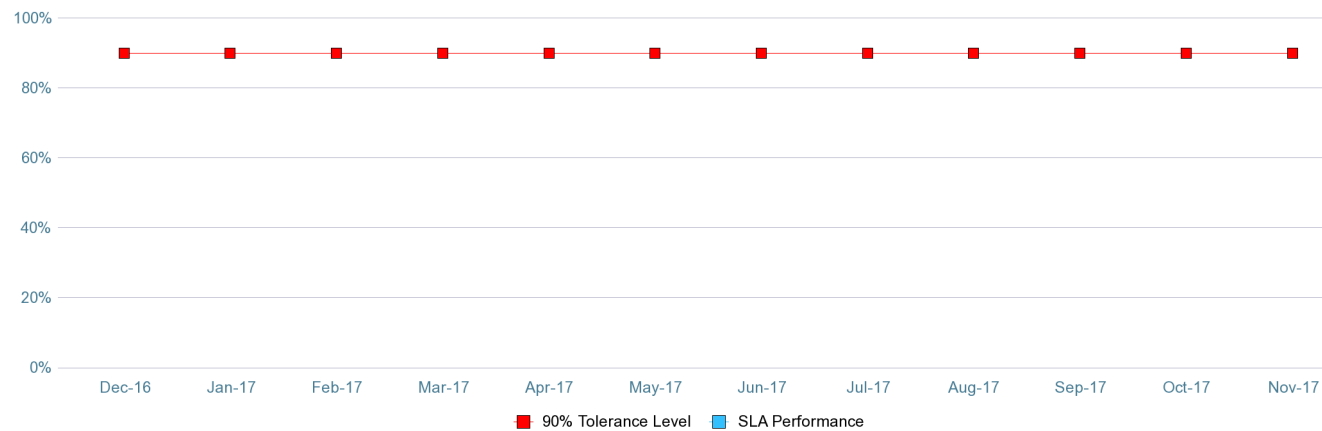


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 5 – Notification Of Expected RFS date changes provided within three working days of change receipt - All Orders



Commentary

No change requests were received this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

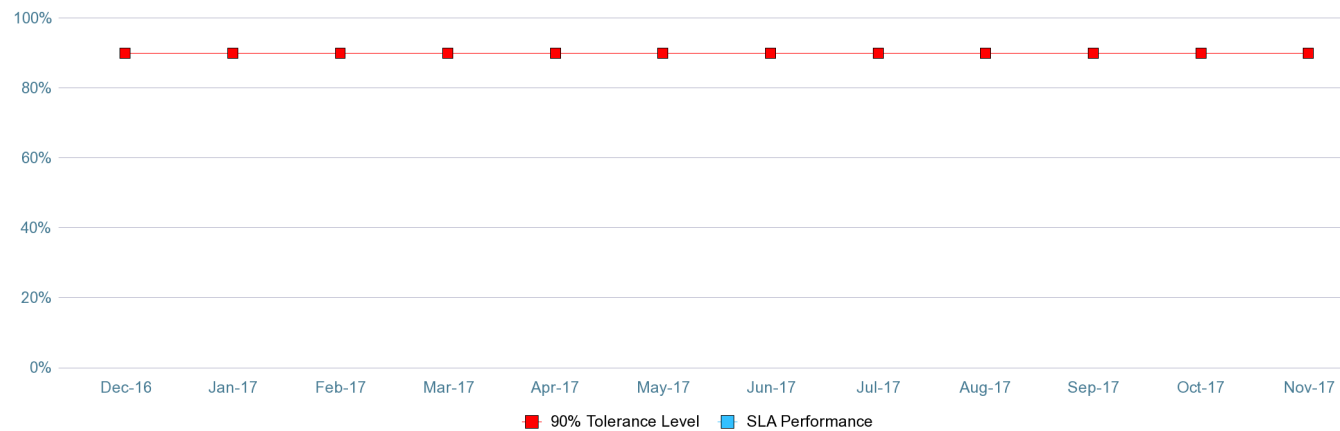


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 6 - Order is completed right first time (Level A) - for each service type



Commentary

No orders were completed this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

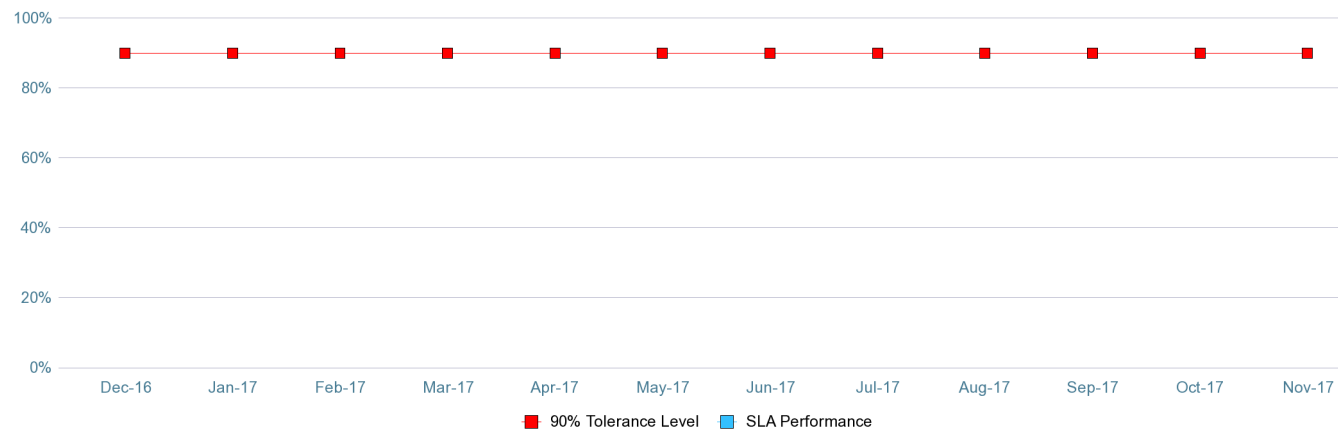


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 7 – Order is completed by the notified expected RFS date (level A) – for each service type, excluding Relinquishment orders:



Commentary

No orders were completed this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

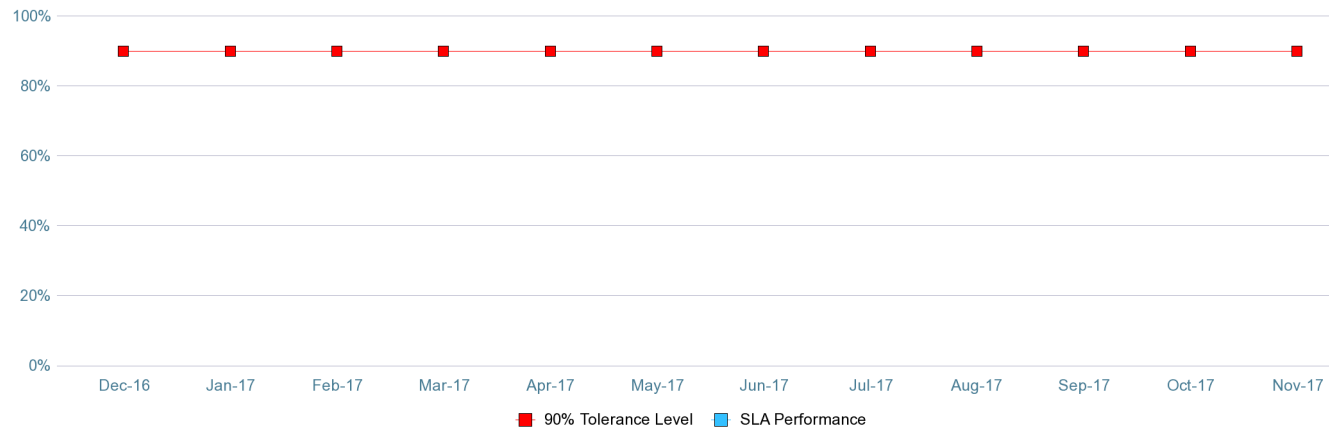


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 8 - Order is completed by the notified expected RFS date – Relinquishment orders



Commentary

No relinquishment orders were completed this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

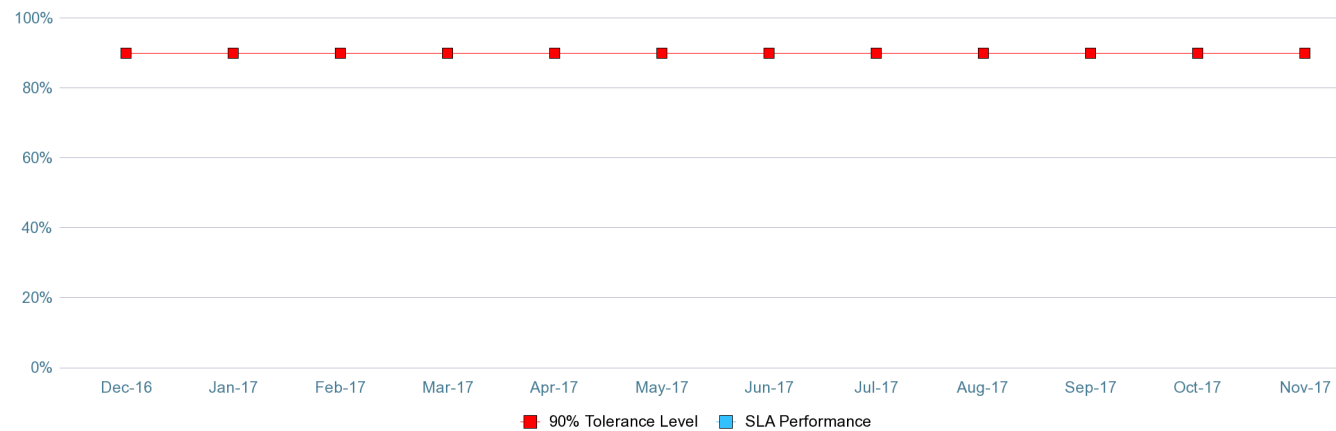


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 9 - Completion of Order confirmation sent within four business hours after Order completion – All Orders



Commentary

No orders were completed/confirmed this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

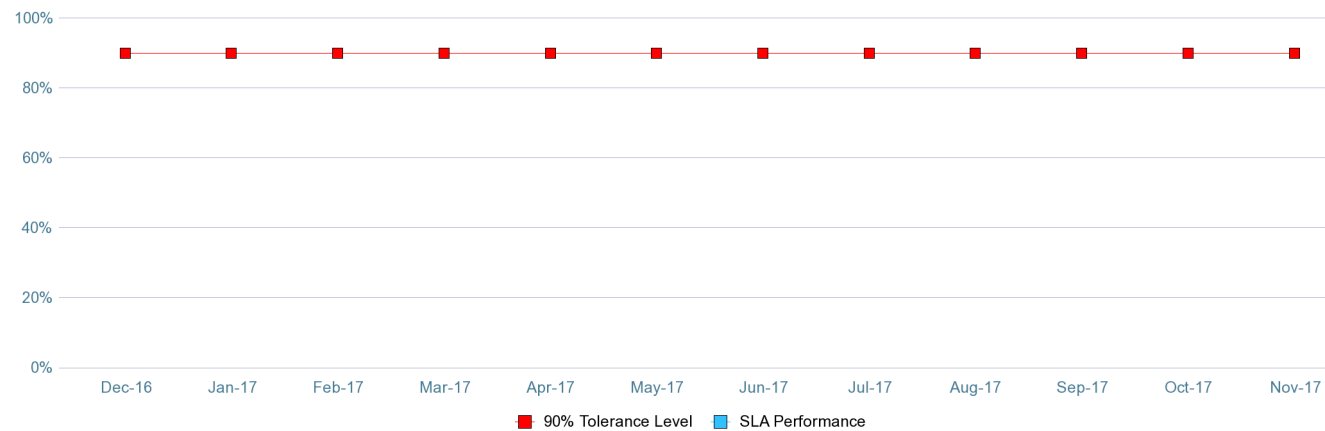


Provisioning UBA Backhaul services

November 2017

This section covers UBA Backhaul provisioning service, including ordering, notifications, and outages.

SL 10 – Planned outage notifications advised at least five Working Days before outage occurring



Commentary

No Planned Outages this month

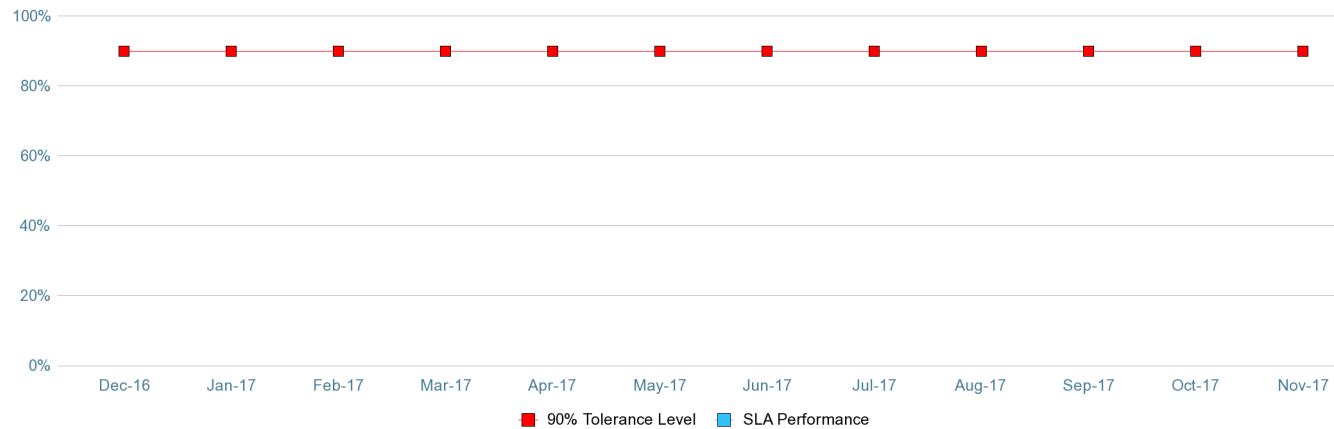
| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |



Provisioning UBA Backhaul services

November 2017

SL 11 – Unplanned outage notifications advised within 2 hours of Chorus discovering or receiving outage notice (24x7 basis)



Commentary

No Unplanned Outages this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

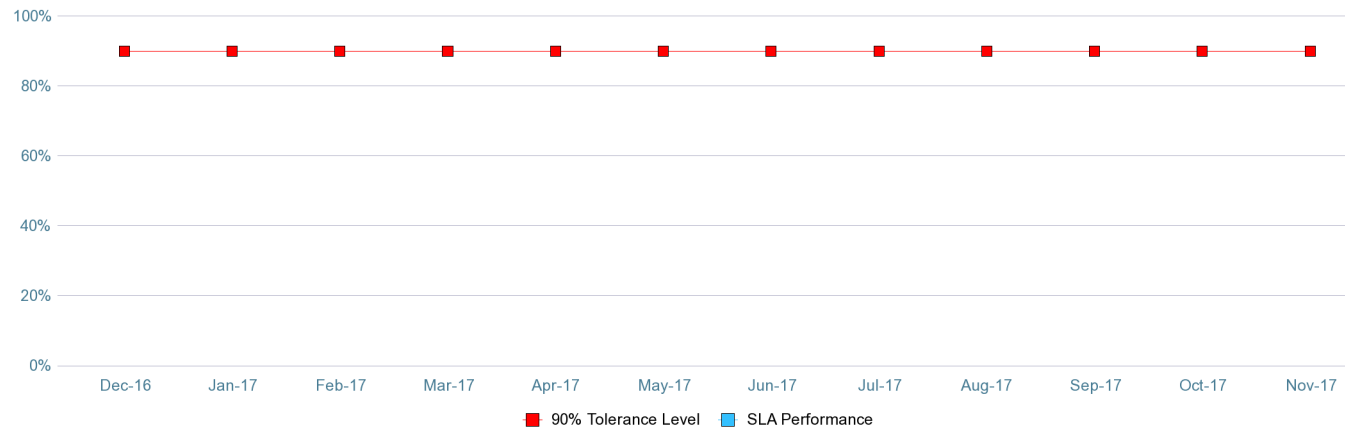


Fault Management

November 2017

"This section covers UCLL provisioning service, including ordering, notifications, and outages."

SL 12 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



Commentary

No faults were reported this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

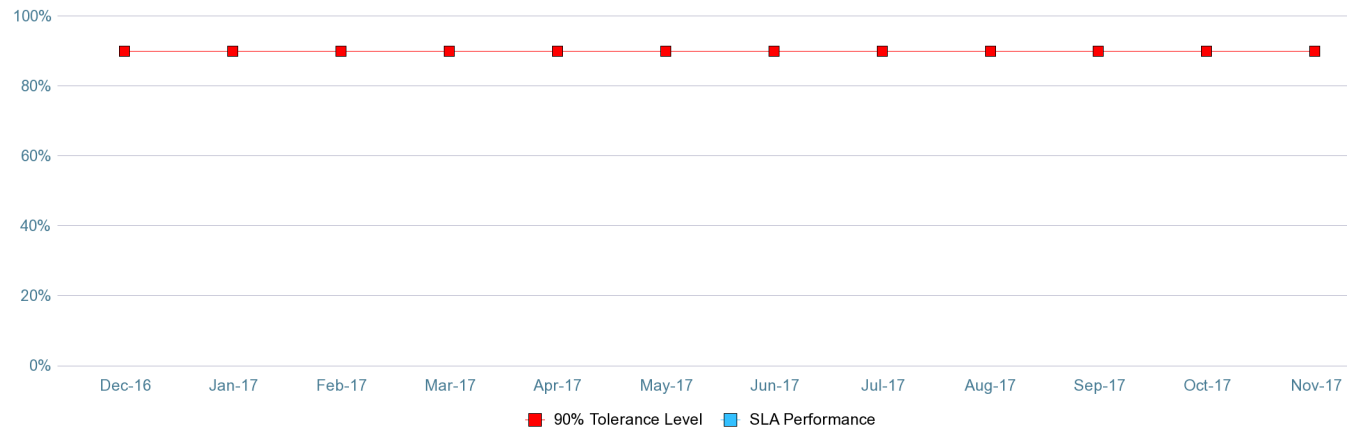


Fault Management

November 2017

This section covers operational support systems for access seekers

SL 13 – Expected fault restoration time notifications sent within 4 Fault Restoration Hours of fault report or 8 Fault Restoration Hours where the fault relates to the technical service specifications



Commentary

No faults were reported this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

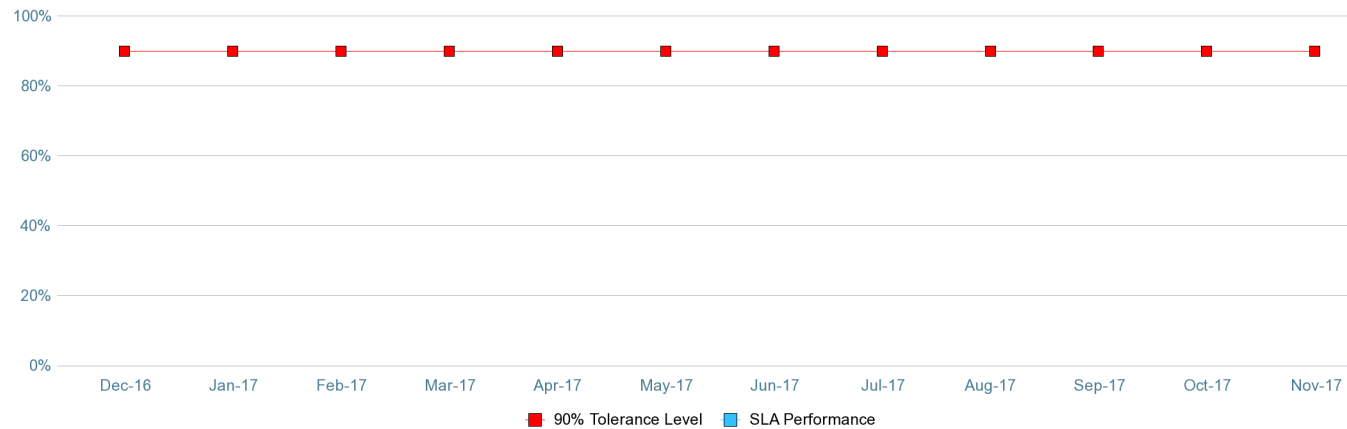


Fault Management

November 2017

This section covers operational support systems for access seekers

SL 14 – Faults restored within notified expected restoration time (level A)



Commentary

No faults were reported/
restored this month

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

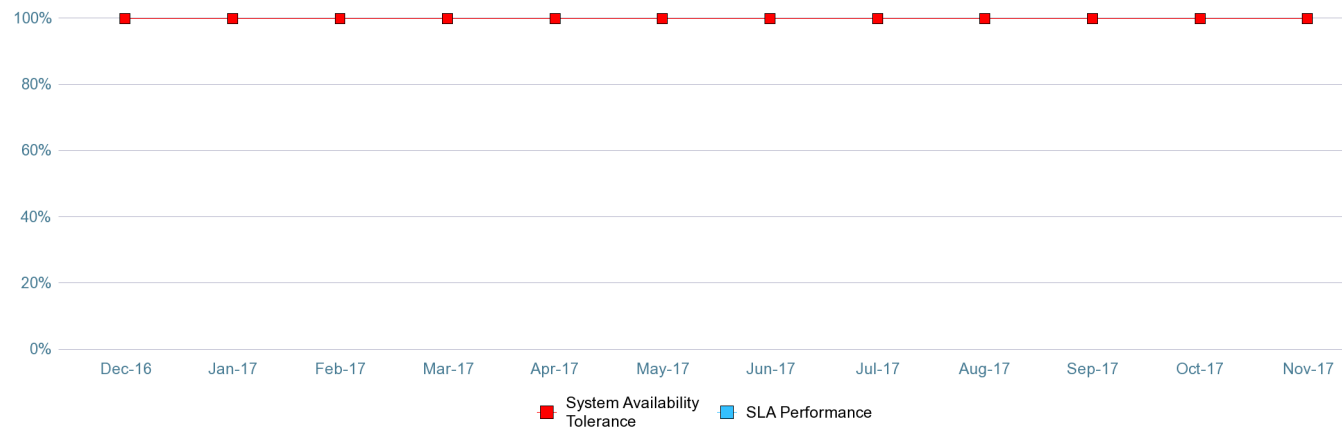


Operational support systems

November 2017

This section covers operational support systems for access seekers

SL 15 - Online Ordering & Tracking availability (24/7)



Commentary

No orders were placed via OOT

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% |

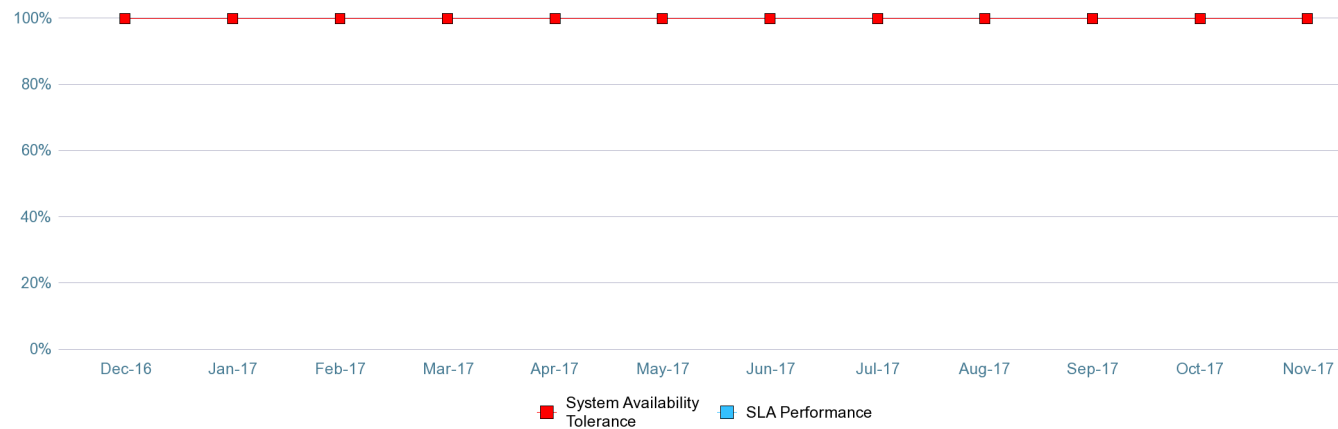


Operational support systems

November 2017

This section covers operational support systems for access seekers

SL 16 - Online Fault Management availability (24/7)



Commentary

No orders were received via OFM

| | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% |

UBA Backhaul Default Report

November 2017

| | | | |
|----------------------------------|----------------------|----------|----------------------|
| Item No. | <input type="text"/> | Item No. | <input type="text"/> |
| Service Attribute | n/a | | |
| Cause of default | | | |
| Procedure for correcting default | | | |
| Steps taken to remedy default | | | |
| Effectiveness of steps taken | | | |
| Date of previous default | | | |



Full explanation of terms used in this report

November 2017

- SL1 Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order
- SL2 Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time
- SL3 Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time
- SL4 Percentage of notification of expected RFS dates sent to the Access Seeker within 3 working days of the Deemed Acceptance Time (Speed Change – no Truck Roll)

- SL5 Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order
- SL6 Percentage of Backhaul orders that experienced no Faults in work carried out to provision an order within 5 working days following confirmation by Chorus of completion of the order (Level A)
- SL7 Percentage of Backhaul orders completed by the notified expected RFS date
- SL8 Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date

- SL9 Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed

- SL10 Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place
- SL11 Percentage of Unplanned Outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Chorus discovering or receiving notification of the Unplanned Outage
- SL12 Percentage of unplanned outage notifications advised to the access seeker within 2 hours on a 24x7 basis of Chorus discovering or receiving notification of the unplanned outage
- SL13 Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 4 fault restoration hours of the fault being reported for Non technical Specification Faults & Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 8 fault restoration hours of the fault being
- SL14 Percentage Of Faults restored within the notified expected restoration time
- SL 15 Percentage of OO&T availability to the Access Seeker
- SL 16 Percentage of OFM availability to the Access Seeker

